

Limited Lifetime Warranty FAQ

Frequently Asked Questions about Fortinet's Limited Lifetime Warranty

What products are covered under the Fortinet Limited Lifetime Warranty (LLW)?

All FortiAP indoor and remote wireless access point and all FortiSwitch products are covered if purchased after November 1st 2013. Outdoor FortiAP wireless access points are not covered by the Fortinet LLW and are subject to standard Fortinet warranty terms.

Products purchased prior to November 1st 2013 are not covered by the Fortinet LLW and are subject to standard Fortinet warranty terms.

Power supplies and accessories, including but not limited to external antennas and Power over Ethernet (PoE) injectors are not covered by the Fortinet LLW.

Where can I find Fortinet's official warranty terms?

Fortinet's official warranty can be found online as part of our Product License Agreement (the End User License Agreement, or EULA), located at: <http://www.fortinet.com/doc/legal/EULA.pdf>

What is the warranty period of FortiAP Access Points and FortiSwitch Switches covered under the Fortinet LLW?

The LLW is applicable for the life of the product up to 5 years after the end of sale announcement from Fortinet.

If I purchased the Fortinet products from an authorized Fortinet Partner, am I eligible for the LLW?

Yes.

If Fortinet products are resold, does the LLW transfer to new owner?

No, the warranty is only valid for the original owner of the product.

How do I make a warranty claim?

If you have purchased support from an authorized Fortinet partner, you should contact your partner to initiate a warranty claim for a covered product. In all other cases, you should contact Fortinet Technical Support to initiate a warranty claim. Please visit <http://support.fortinet.com/>. Please note your product needs to be registered prior to filing a warranty claim.

Does Fortinet LLW provide me with access to new software releases?

Unless otherwise stated, the Fortinet LLW applies to hardware only. An active FortiCare support contract is required to access new software releases, firmware and general updates.

What is the warranty for the replacement product?

The replacement product is warranted under the same terms for the remainder of the warranty period of the original product.

Does warranty coverage include lightning strikes, power outages, power surges or similar occurrences?

No, warranty coverage does not cover products that have been subjected to abnormal physical or electrical stress.

Final notes:

Fortinet may find it necessary to discontinue products for a number of reasons, including product line enhancements, upgrades and offering customers the same quality/higher performance products at the same or lower price or when key components are no longer available. When a product reaches its end of life (EOL), we are committed to communicating important milestones throughout the EOL period, including the initial EOL notification, End of Sale (EOS) for product, End of Support (EOST) milestone dates, as well as other key information pertaining to Fortinet Networks hardware products. Notwithstanding anything to the contrary, only Fortinet's current EULA version is binding on Fortinet, and in no event is this FAQ designed to bind Fortinet in any way. In the event of any inconsistency between Fortinet's EULA and this FAQ, the terms of Fortinet's EULA shall govern.

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